

From: Greg Mitchell
To: Directors & Staff
Date: 01/04/2005 8 47 12 AM
Subject: Fwd. Docket#s 04-00166 & 04-00211

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2005 JAN 12 PM 3:46
T.R.A. DOCKET ROOM

Directors, Staff

Written below is an email I received from a consumer regarding dockets 04-00166 and 04-00211

>>> "Teresa Helton" <his4ever2@frontiernet.net> 1/2/2005 9 45 36 PM >>>

Families of Tennessee prisoners are the forgotten victims of crime. Innocent of any wrong doing, they too often suffer in silence. It is therefore very important that when elected or appointed government officials hear of their concerns they should know that it is an important issue that can affect the well-being of the family.

As a part of your fulfilling the Mission of the Tennessee Regulatory Authority I urge you to strongly consider the impact your decision of docket #04-00166 and 04-00211 will have on children, families, friends, and community-based organizations that promote healthy family bonds with inmates. Please vote NO to higher costs and shorter calls from a jail or prison in Tennessee.

For too long the interest of children, families and friends of the incarcerated, have been ignored. While the cost of long distance calls for all Tennessee consumers have steadily decreased, long distance calls from jails and prisons have steadily increased by either rate increases or decreases in the length of calls.

Families of prisoners need the State's protection because research continues to show prisons and jails are mostly populated by and come from families that are among the poor and disenfranchised.

I also hope the TRA will work harder to facilitate a more competitive environment because I believe it will help provide better service for less money.

Thank You,

Teresa Helton
264 Patton Lane
Crossville TN 28571
his4ever2@frontiernet.net

CC: Darlene Standley, Eddie Roberson, Richard Collier

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2005 JAN 12 PM 3:46

January 10, 2005

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JAN 12 2005

Tennessee Regulatory Authority
460 James A. Robertson Parkway
Nashville, TN 37243

TN REGULATORY AUTHORITY
DEBI TATE

Re: #04-00166 and #04-00211

Dear Mrs. Deborah Taylor Tate:

Families of Tennessee prisoners are the forgotten victims of crime. Innocent of any wrong doing, they too often suffer in silence. It is therefore very important that when elected or appointed government officials hear of their concerns they should know that it is an important issue that can affect the well-being of the family.

I am adversely affected by the cost of the telephone calls already and the poor quality of service that has never been corrected nor addressed satisfactorily has me protesting against a telephone rate increase. When I talk to my love one, I am hearing Christian preaching and singing, a loud buzzing sound while I am trying to hear and talk to my loved one in prison and many times the telephone cuts off and I am charged for said telephone call(s). There are insurmountable problems with the Global Tel Link Telephone system that has and will be addressed by us.

As a part of your fulfilling the Mission of the Tennessee Regulatory Authority I urge you to strongly consider the impact on children, families, friends, and community based-organizations that promote healthy family bonds with inmates. Please vote **NO** to higher costs and shorter calls from a jail or prison in Tennessee.

Sincerely,

Bianca Murrell

{Print Name}